

INTERNAL REFERENCE FOR LOCAL HEALTH DEPARTMENTS

Supplemental Guidance for Outreach to Under-Resourced Communities



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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NC DHHS recommends prioritizing outreach to case patients in populations most likely to have resource needs (Priority Group 4). Populations can be defined by geography (zip or address), race/ethnicity, or age according to local needs. Calls to these populations should include isolation instructions and links to resource info, but no case investigation interview or contact tracing.

Suggestions for Identifying These Populations:

1. Utilizing [NC COVID workflows/reports*](#), the [NC SVI Tool](#), the [NC SVI Table](#), and the [NC Vaccination and SVI Tool](#) to identify case patients who live in **zip codes or census tracts with the highest Social Vulnerability Index (SVI) values in your county**. Age, race, and other factors can also be included as an additional consideration.
2. Utilizing the [COVID-19 Lab Results Line List by Diagnosis Date](#) report, identify case patients with labs taken at **FQHC, free clinics, or free community testing events**
3. Filter a **CCTO view for case patients who request resources** through digital assessments
4. Ask schools to flag students with COVID-19 who are **enrolled in free and reduced lunch programs**
5. Cross-reference a list of **Medicaid enrollment beneficiaries**

*Identified Line List reports and Mapping Reports include address, zip, and census tract; LHD acknowledgement workflow has zip code.

What Resources Could Be Provided?

Check with your local assets prior to providing your community with state and federal resources below.

Community Health Workers



Using this [link](#), connect to culturally competent trusted members of the community that will provide health knowledge and social support resources

Food Support



Call or text 2-1-1 for food resources or visit ncdhhs.gov/SNAC for a list of resources.

Treatment



1-877-332-6585 (English) or 1-877-366-0310 (Spanish) or visit covid19.ncdhhs.gov/treatment

Food Support for Children



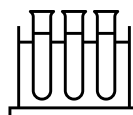
Text "FOOD" or "COMIDA" to 304-304.
This is a national resource not maintained by NCDHHS.

Vaccines



888-675-4567 or myspot.nc.gov (for Spanish [Vacunate.nc.gov](https://vacunate.nc.gov))

Testing



888-675-4567 or ncdhhs.gov/GetTested (for Spanish [Vacunate.nc.gov/pruebas](https://vacunate.nc.gov/pruebas))

Mental/Emotional Support



Call, text, or chat Hope4NC at 1-855-587-3463 for free and confidential emotional support, counseling referrals, and community resources available 24/7.

Other Information



Call 2-1-1 or 888-892-1162 or go to nccare360.org for assistance with food, housing, energy bills, parenting, & substance use treatment, as well as specific resources for older adults, people with disabilities and more.